



Lucky Draw Promotion FAQ

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How Does This Promotion Work?	1
How To Be Eligible	2
Can I apply for a product not listed on the page?	2
What if I submitted a wrong Application Reference Number or provided wrong information in the Reward Redemption Form?	2
Can I apply for multiple products?	2
Can I get more than 1 lucky draw gift?	2
How do I know if I am eligible for the lucky draw? Will I be notified?	3
If I applied for a product from SingSaver's page, but it was not from the promotion page, can I still be part of the lucky draw?	3
I applied for a product but it was rejected. Will I get any gifts?	3
If I did not win in the first lucky draw, will my application be included in the following week's lucky draw?	4
Do I need to make a transaction to be eligible for the gift?	4
About Application	5
What if I did not receive the Rewards Redemption Email?	5
When I try to fill up my Rewards Redemption Form, it asks me to select my preferred rewards?	6
Where do I find my application number/policy number?	6
About Approval and Rewards	7
It has been more than 60 days since my application has been approved. I have not received an email for the reward collection. What should I do?	7
As a lucky draw winner, am I also able to receive the welcome gift from SingSaver?	8
Am I expecting the rewards of \$1,000 cash from SingSaver or the respective participating providers?	8
How will lucky draw winners be selected?	8
How do I know if I have won in the lucky draw? When will I be notified?	9

How Does This Promotion Work?

Apply for a product in the promotion page and stand a chance to win **\$1,000 cash weekly**.

- Step 1** Apply for a product on the promotion page between 2 September 2019 to 29 September 2019, both days inclusive.
Promotion page: <https://promotions.singsaver.com.sg/travel-lucky-draw>
- Step 2** Complete your Rewards Redemption Form accurately within the promotion date and time. The link to the Rewards Redemption Form will be sent to your registered email address.
- Step 3** Make sure that your product application has been approved before the lucky draw dates stated below in Table 1.

Lucky Draw	Lucky Draw Date
Week 1	9 September 2019, Mon
Week 2	16 September 2019, Mon
Week 3	23 September 2019, Mon
Week 4	30 September 2019, Mon

Table 1: Lucky draw dates

If the product you have applied for is a credit card, please also ensure that the credit card has been activated by making a transaction on the credit card.

- Step 4** Winners will be announced on SingSaver's Facebook Page by 18 October 2019.
SingSaver's Facebook page: <https://www.facebook.com/SingSaver.com.sg>

For more details, please refer to our [SingSaver September Travel Promotion Terms and Conditions](#)

How To Be Eligible

Can I apply for a product not listed on the page?

Unfortunately no. Only products listed on the promotion page will be eligible for this Lucky Draw promotion.

Alternatively, do visit www.singsaver.com.sg for more products. Please note that the offer might differ from what's listed on the promotion page.

Promotion page: <https://promotions.singsaver.com.sg/travel-lucky-draw>

What if I submitted a wrong Application Reference Number or provided wrong information in the Reward Redemption Form?

We regret to inform that you will not be eligible for any rewards in this promotion.

Can I apply for multiple products?

Yes, you may apply for multiple products that are featured in this promotion. More applications means more chances to win in our weekly lucky draw!

Can I get more than 1 lucky draw gift?

No, each eligible participant will only be able to win the lucky draw once. However, you can increase your lucky draw chances if you apply for more products from the promotion page.

How do I know if I am eligible for the lucky draw? Will I be notified?

You will be eligible for the lucky draw if you complete the [steps to participate](#).

You will only be notified by SingSaver if you are a winner in the lucky draw. Winners will be contacted via email with the gift redemption details within three (3) calendar months from the date of the lucky draw. Winners will also be announced on [Singsaver's Facebook page](#) by 18 October 2019.

Lucky Draw	Lucky Draw Date
Week 1	9 September 2019, Mon
Week 2	16 September 2019, Mon
Week 3	23 September 2019, Mon
Week 4	30 September 2019, Mon

Table 1: Lucky draw dates

If I applied for a product from SingSaver's page, but it was not from the promotion page, can I still be part of the lucky draw?

Only products signed up through the promotion page will be eligible to participate in this lucky draw.

Promotion page: <https://promotions.singsaver.com.sg/travel-lucky-draw>

For more details, please refer to our [SingSaver September Travel Promotion Terms and Conditions](#)

I applied for a product but it was rejected. Will I get any gifts?

If your application was rejected, you will not be eligible to receive the reward as it is dependent on your product approval.



Please see our [SingSaver September Travel Promotion Terms and Conditions](#) for more details.

If I did not win in the first lucky draw, will my application be included in the following week's lucky draw?

All eligible participants who were not selected as winners will continue to be included in the following week's lucky draw, until the final lucky draw in Week 4.

Do I need to make a transaction to be eligible for the gift?

Yes, you will need to make a transaction if you have applied for a credit card in this promotion.

You do not need to make a transaction if you applied for a travel insurance. You will be eligible once the travel insurance purchase is approved by the provider.

Please see our [SingSaver September Travel Promotion Terms and Conditions](#) for more details.

About Application

What if I did not receive the Rewards Redemption Email?

In order to receive the Rewards Redemption Email, the online application has to be completed through SingSaver. When clicking on “Apply Now” for the product you are interested in, you will be prompted to enter and submit your email address before proceeding with the product application on the provider’s website. Please ensure that you have not skipped this step of registering for rewards with your email address.

Following the online application for your card/ product, complete the SingSaver Rewards Redemption Form sent to you via your registered email address. Fill up this form with your card/ product application details complete with the accurate Application Reference Number (you may wish to refer to this article on [How To Find Your Application Reference Number and common Reference Number formats](#)).

Your application’s eligibility for SingSaver rewards are dependent on these main factors:

- Application through SingSaver, of any product eligible for the promotion within promotion period
- Your provision of accurate details via the Rewards Redemption Form (sent to your email address for the respective product) within the promotion period
- The respective product provider’s concurrence that you are eligible for SingSaver rewards as per the [Promotion Terms and Conditions](#)

For cash rewards, applicants will receive an SMS notification with the completed PayNow transaction once the crediting has been completed.

As emails are SingSaver’s primary method of communicating with you, please add us to your “Safe Sender” list or Primary mail folder to ensure you receive all communicate from us. For your reference, we have also prepared this [short video](#) about the Reward Redemption Process.

When I try to fill up my Rewards Redemption Form, it asks me to select my preferred rewards?

The preferred reward you have indicated here will be the reward that would be fulfilled by SingSaver in the event that do not receive the lucky draw gift, and you have met the [Terms and Conditions](#) of this promotion.

SingSaver Rewards Redemption Form

Thank you for your recent application for Flash Sale 3 - Citi PremierMiles Visa Card on SingSaver. Complete the information below so we can process your Reward.

Name (as in NRIC)

e.g: Chan Tai Man

Contact mobile no.

e.g: 98765432

Preferred reward

- Select Preferred Reward -

- Select Preferred Reward -

NTUC Fairprice Vouchers

Takashimaya Vouchers

Grab Codes

I accept SingSaver.com.sg's [terms and conditions](#) and [privacy policy](#).

Confirm

We keep your data safe

Where do I find my application number/policy number?

For credit cards applications, here's [how to find your application reference number](#).

For travel insurance applications, here's [how to find your policy number](#).

About Approval and Rewards

It has been more than 60 days since my application has been approved. I have not received an email for the reward collection. What should I do?

First, you may check and confirm that the product you have applied for comes with a reward upon application. You can refer to [Terms and Conditions](#) on the eligible products for this promotion.

Second, check that you have completed the Rewards Redemption Form that was sent to your email and that it has been successfully submitted your application reference number/policy number.

For credit cards applications, here's [how to find your application reference number](#).

For travel insurance applications, here's [how to find your policy number](#).

Third, check your spam or promotions mail - our email may have been wrongly classified into these folders. As emails are SingSaver's primary method of communicating with you, please add us to your "Safe Sender" list or move us to your Primary mail folder to ensure you receive all communications from us.

For credit card applications, do also check that you have successfully activated the card by making a transaction within 30 days of card approval.

If you have done all of the above and your question remains unanswered, please drop us an email with your application details below to info@singsaver.com.sg

Product applied for:

Name on product applied for:

Email used for product application:

Application Reference Number:

Date Applied for product:

Date the Rewards Redemption Form was completed and submitted:

Approval date of product:

Activation date of card:

As a lucky draw winner, am I also able to receive the welcome gift from SingSaver?

No. Eligible applicants will only be entitled to receive one (1) Reward and this promotion cannot be combined with other offers. This means that you will **either** receive the \$1,000 cash **or** card sign up gifts.

Please see our [SingSaver September Travel Promotion Terms and Conditions](#) for more details.

Am I expecting the rewards of \$1,000 cash from SingSaver or the respective participating providers?

This promotion is fully organised by SingSaver, not the participating providers. If you have any questions regarding rewards fulfillment, please write to us at info@singsaver.com.sg.

How will lucky draw winners be selected?

Lucky draw winners will be drawn randomly at the SingSaver office located at The Working Capitol, 1 Keong Saik Road, Singapore 089109, at 12pm, on the lucky draw dates listed in Table 1.

Lucky Draw	Lucky Draw Date
Week 1	9 September 2019, Mon
Week 2	16 September 2019, Mon
Week 3	23 September 2019, Mon
Week 4	30 September 2019, Mon

Table 1: Lucky draw dates

How do I know if I have won in the lucky draw? When will I be notified?

Winners will be contacted via email with the gift redemption details within three (3) calendar months from the date of the lucky draw. Only winners will be notified.

Winners will also be announced in [Singsaver's Facebook Page](#) by 18 October 2019.

Lucky Draw	Lucky Draw Date
Week 1	9 September 2019, Mon
Week 2	16 September 2019, Mon
Week 3	23 September 2019, Mon
Week 4	30 September 2019, Mon

Table 1: Lucky draw dates